IVAN KOKALOVIĆ

Technical Services Engineer @ IDnow | Financial Analyst, Data Scientist, Application Developer

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📍 **Taucha**

EXPERIENCE

Technical Services Engineer

IDnow

📅 08/2022 - Present 📍 Munich, Bavaria, Germany · Remote

As a Technical Services Engineer, I manage Jira desk tickets for technical issues from customers, providing comprehensive support within an SLA-based priority system.

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- Perform Level 3 engineering tasks among the development team, pre- and post-sales technical support, and product demonstrations during escalation calls.
- Maintain and develop OCR engines, deliver RCA statements for internal and external stakeholders, and contribute to Confluence by creating how-to guides.
- Support clients with SDK installations for Android and iOS, write lambda functions for our internal configuration system, and fix errors in customer configurations based on HOCON (Java) syntax.
- Monitor and investigate errors using Graylog, Docker logs, and Grafana, develop internal scripts in Bash, Python, and PowerShell, and create MySQL query templates for future use.
- Manage various Jira boards, explain the codebase to non-technical teams, expand documentation in Confluence, and develop visually friendly templates for escalation summaries.
- Coordinate technical feature requests from customers and participate in customer escalation meetings or POCs.

Fraud Prevention Specialist

IDnow

📅 10/2021 - 08/2022 📍 Leipzig, Saxony, Germany · Remote

Company Description

- A real-time dashboard for fraud cases was created, displaying data from various sources.
- Reports are assembled from diverse data sources.
- OCR Tesseract was set up for big data analysis.
- Training of new members during the onboarding phase is conducted.
- Expertise was gained from security print experts, including former employees of Interpol and Gemalto.
- Assistance is provided to fraud victims in recovering their information.
- Training materials for Fraud Prevention Specialists are prepared.
- Participation in a team that introduced an internal AML system was achieved.
- Serving as the technical contact point in the team.
- New specimens are implemented in the product system.
- Quarterly and monthly analyses on each fraud topic are conducted.

Ident Specialist

IDnow

📅 03/2021 - 09/2021 📍 Leipzig, Saxony, Germany · On-site

As an Identification Specialist,

- Inbound requests from our two products are handled, guiding customers through the process with manual reviews.
- Night shifts and on-duty calls are part of the role.
- Customer data is meticulously reviewed and analyzed to ensure compliance with all requirements and standards.
- Regular training and updates on the latest identification procedures and security protocols are necessary to stay current.
- Close collaboration with the technical support team ensures that technical issues are resolved promptly and efficiently.
- Continuous feedback and improvement suggestions help enhance the quality of the identification process.
- The ability to work under pressure and make quick decisions is crucial, especially during night shifts and on-duty calls.
- Handling sensitive information requires a high level of discretion and professionalism.

SUMMARY

As a Technical Services Engineer at IDnow, I provide L2 support for technical topics, work as part of the Rapid Response Team, and perform SQL queries for various requests. I also help clients with SDK installation, fix errors in internal customer configuration system, and monitor and investigate issues through Graylog.I am pursuing my degree in Information Technology at the University of Mostar, where I have acquired skills in databases, data science, and financial analysis. I have also completed multiple certifications from LinkedIn and Udemy to enhance my knowledge and abilities. Previously, I worked as a Quality Management Specialist and an Ident Specialist at IDnow, where I gained experience in fraud prevention, security print, business development, and customer service. I am passionate about learning new technologies, solving problems, and delivering quality solutions.

LANGUAGES

Croatian
Native
●●●●●

English
Native
●●●●●

German
Native
●●●●●

Spanish
Beginner
●○○○○

PROJECTS

Bankarstvo

This project is a comprehensive DTO application built in Python. It features modules for user registration, login, balance checking, and more, offering a robust framework for banking operations.

ErlangCast

ErlangCast is a P2P video streaming server built with Erlang, leveraging its strengths in concurrency and distributed programming. Features include peer discovery, video chunking, reliable data transmission, and fault-tolerant architecture. Ideal for real-time streaming and decentralized applications.

EXPERIENCE

Chief Executive Officer and Founder

In Voice d.o.o. (u prijevodu: U Glas d.o.o.)

📅 03/2019 - 06/2020

📍 Mostar, Federation of Bosnia and Herzegovina, Bosnia and Herzegovina · On-site

As the founder of a dynamic company specializing in innovative IT and marketing solutions, I took the leap with an initial capital of just €500 (or 1000 BAM). Officially registered in Mostar under MBS number 58-01-0029-19, our company has always been more than just a business—it's been a vision. From day one, our mission was to cultivate exceptional talent from within, rather than simply hiring it. I'm proud to see that this ethos remains at the heart of our company. The company has never been sold; instead, ownership has steadfastly stayed with the employees, as outlined in our internal statute. It's incredibly fulfilling to know that my friends and former colleagues continue to embrace this vision, with the teams we've assembled still thriving and making an impact today.

Information Technology Consultant

InShops

📅 08/2018 - 03/2019

📍 Mostar, Federation of Bosnia and Herzegovina, Bosnia and Herzegovina · Hybrid

This consulting work evolved into a venture.

- Provided consulting and maintenance for VoIP systems, focusing on optimizing hardware costs by leveraging optical fiber networks.
- Built a sales CRM using Google's online apps.
- Developed various technologies and solutions including JSON, JavaScript, Python, C++, SQL, SoftEther, and Google Apps.
- Created a scalable invoice factoring system.
- Developed automations and scripts for a local environment.
- Secured investments from Berlin and Zagreb.
- Built an endpoint to process images of invoices and integrate them into a database.
- Developed a custom dictionary for the OCR engine, hosted on a custom server assembled from multiple machines configured in a Beowulf cluster.
- Transformed many old computers into a single, unified OCR service, with each machine functioning as an independent node within the distributed OCR system.

EDUCATION

In Progress, Information Technology

Sveučilište u Mostaru - University of Mostar

📅 01/2018 - 12/2019

SKILLS

Docker   Proxmox   Grafana

Prometheus   Java   Python   Bash

Git   GitLab   GitHub   Ansible   JFrog

Atlassian   Linux   JavaScript   Ember

Jira   Confluence   SQL   MySQL

OCR   REST API   SDK development

Cascading Style Sheets (CSS)   HOCON

Unix   Security Print   Fraud Prevention

Fraud Analysis   ISMS   Risk Assessment

Tableau   Accounting   Human Resources

Branch Management

Virtual Private Network (VPN)

Customer Relationship Management (CRM)

Enterprise Resource Planning (ERP)   VoIP

C++